Amendments to Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

What is claimed is:

1.   (Currently Amended)   A method of automatically resolving a Digital Subscriber Line (DSL) communication link failure comprising:

detecting a failure of the ~~Digital Subscriber Line~~ DSL communication link to a subscriber DSL modem;

placing ~~establishing~~ a telephone call over a public switched telephone network [[with]] to an administrative system ~~for the Digital Subscriber Line~~ of the DSL service provider in response to detecting the failure of the DSL communication link;

notifying the administrative system for the DSL service provider ~~Digital Subscriber Line~~ of the failure ~~over~~ during the ~~established~~ telephone call, whereby the administrative system causes the ~~Digital Subscriber Line~~ DSL communication link to be reset;

storing in a data store connected to the administrative system at least one of notification information received by the administrative system and information generated by the administrative system relating to a course of action implemented by the administrative system in response to the notifying step; and

sending a message informing a subscriber ~~to the~~ associated with the subscriber DSL modem ~~Digital Subscriber Line~~ of when ~~resumption~~ restoration of the DSL communication link to the subscriber DSL modem ~~service over the Digital Subscriber Line~~ is expected, said message being sent by the administrative system ~~for the Digital Subscriber Line~~ only after a predetermined amount of time has passed since notification of the administrative system of the failure and the DSL communication link with the

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subscriber DSL modem has not been restored ~~to verify that service over the Digital Subscriber Line has not been restored to the subscriber~~.

2.   (Currently Amended)   The method of claim 1, said notifying step further comprising requesting the reset of the ~~Digital Subscriber Line~~ DSL communication link.

3.   (Currently Amended)   The method of claim 1, further comprising the administrative system identifying the ~~Digital Subscriber Line~~ DSL communication link with the failure using caller identification on the received telephone call.

4.   (Currently Amended)   The method of claim 3, further comprising the administrative system sending a reset message to a provider DSL modem within a ~~Digital Subscriber Line~~ DSL operation center, wherein the provider DSL modem is associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure.

5.   (Currently Amended)   The method of claim 4, further comprising:

        the administrative system establishing a telephone call with a subscriber endpoint associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure; and

        providing information relating to the cause of the failure of the ~~Digital Subscriber Line~~ DSL communication link to the subscriber endpoint over the established telephone call.

6.   (Currently Amended)   A system for automatically resolving a Digital Subscriber Line (DSL) communication link failure comprising:

        means for detecting a failure of the ~~Digital Subscriber Line~~ DSL communication link to a subscriber DSL modem;

means for <u>placing</u> ~~establishing~~ a <u>telephone</u> call over a public switched telephone network [[with]] <u>to</u> an administrative system ~~for the Digital Subscriber Line~~ <u>of the DSL service provider in response to detecting the failure of the DSL communication link</u>;

means for notifying the administrative system for the <u>DSL service provider</u> ~~Digital Subscriber Line~~ of the failure ~~over~~ <u>during</u> the established <u>telephone</u> call, whereby the administrative system causes the <u>DSL communication link</u> ~~Digital Subscriber Line~~ to be reset;

means for storing in a data store connected to the administrative system at least one of notification information received by the administrative system and information generated by the administrative system relating to a course of action implemented by the administrative system in response to the notifying step; and

means for sending a message informing a subscriber <u>associated with the subscriber modem</u> ~~to the Digital Subscriber Line~~ of when ~~resumption~~ <u>restoration</u> of <u>the DSL communication link to the subscriber DSL modem</u> ~~service over the Digital Subscriber Line~~ is expected, said message being sent by the administrative system ~~for the Digital Subscriber Line~~ <u>only</u> after a predetermined amount of time <u>has passed since notification of the administrative system of the failure and the DSL communication link with the subscriber DSL modem has not been restored</u> ~~to verify that service over the Digital Subscriber Line has not been restored to the subscriber~~.

7.   (Currently Amended)   The system of claim 6, said means for notifying further comprising means for requesting the reset of the ~~Digital Subscriber Line~~ <u>DSL</u> communications link.

8.   (Currently Amended)   The system of claim 6, further comprising means for the administrative system to identify the ~~Digital Subscriber Line~~ <u>DSL communication link</u> with the failure.

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9.   (Currently Amended)   The system of claim 8, further comprising means for the administrative system to send a reset message to a provider DSL modem within a ~~Digital Subscriber Line~~ DSL operation center, wherein the provider DSL modem is associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure.

10.   (Currently Amended)   The system of claim 9, further comprising:

means for the administrative system to establish a telephone call with a subscriber endpoint associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure; and

means for providing information relating to the failure of the DSL communication link ~~Digital Subscriber Line~~ to the subscriber endpoint over the established telephone call.

11.   (Currently Amended)   A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

detecting a failure of a ~~Digital Subscriber Line~~ DSL communication link to a subscriber DSL modem;

establishing a telephone call over a public switched telephone network with an administrative system for the ~~Digital Subscriber Line~~ DSL communication link with in response to detecting a failure of the DSL communication link;

notifying the administrative system for the DSL communication link ~~Digital Subscriber Line~~ of the failure over the established telephone call, whereby the administrative system causes the DSL communication link ~~Digital Subscriber Line~~ to be reset ;

storing in a data store connected to the administrative system at least one of notification information received by the administrative system and information generated

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by the administrative system relating to a course of action implemented by the administrative system in response to the notifying step; and

sending a message informing a subscriber <u>associated with the subscriber DSL modem</u> ~~to the Digital Subscriber Line~~ of when <u>restoration</u> ~~resumption~~ of <u>the DSL communication link to the subscriber modem</u> ~~service over the Digital Subscriber Line~~ is expected, said message being sent by the administrative system ~~for the Digital Subscriber Line~~ <u>only</u> after a predetermined amount of time <u>has passed since notification of the administrative system of the failure and the DSL communication link with the subscriber DSL modem has not been restored</u> ~~to verify that service over the Digital Subscriber Line has not been restored to the subscriber~~.

12.   (Currently Amended)   The machine readable storage of claim 11, said notifying step further comprising requesting the reset of the ~~Digital Subscriber Line~~ <u>DSL communication link</u>.

13.   (Currently Amended)   The machine readable storage of claim 11, further comprising the administrative system identifying the ~~Digital Subscriber Line~~ <u>DSL communication link</u> with the failure using caller identification on the received <u>telephone</u> call.

14.   (Currently Amended)   The machine readable storage of claim 13, further comprising the administrative system sending a reset message to a <u>provider DSL</u> modem within a ~~Digital Subscriber Line~~ <u>DSL</u> operation center, wherein the <u>provider DSL</u> modem is associated with the ~~Digital Subscriber Line~~ <u>DSL communication</u> with the failure.

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15.   (Currently Amended)   The machine readable storage of claim 14, further comprising:

the administrative system establishing a telephone call with a subscriber endpoint associated with the ~~Digital Subscriber Line~~ DSL communication link with the failure; and

providing information relating to the failure of the ~~Digital Subscriber Line~~ DSL communication link to the subscriber endpoint over the established telephone call.

16.   (Cancelled)

17.   (Cancelled)

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